

Joe Innes

IT Infrastructure Services Group Leader

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About Me

I am a confident and capable leader with strong technical knowledge, dedicated to achieving remarkable results by making sure that every member of my team has what they need to be successful. My colleagues know me for delivering on commitments and doing whatever I can to help build value collaboratively. My curiosity and ambition drive me to constantly look beyond the status quo for opportunities to innovate or improve.

Experience

TATA CONSULTANCY SERVICES—BUDAPEST, HUNGARY

IT Infrastructure Services Group Lead

Jul 2021—Present

- Leading approximately 220 associates across Central and Eastern Europe in providing IT infrastructure support to customers in the manufacturing and utilities industry segments.
- Designing solutions, overseeing financial and operational performance, managing client relations.

Service Delivery Manager

Feb 2019—Jul 2021

- Establishing and stabilising the European service desk for a large FMCG organisation.
- Ensuring consistent, excellent quality of service, performance against critical service levels, and customer satisfaction, in line with financial goals and business strategy.

Project Lead

Aug 2017—Feb 2019

- Establishing and maintaining the global service desk for a European aviation services company.
- Responsible for performance against service level agreements, recruitment and performance management processes, client relationship management.

Team Lead

Jun 2016—Aug 2017

- Coordination and enabling of support activities performed by a multilingual, international team of Service Desk Agents.
- Engagement with the client at a variety of hierarchical levels to understand and respond to business needs.

Subject Matter Expert

Jan 2015—Jun 2016

- Development and maintenance of the Knowledge Base.
- Performing duties as Single Point of Contact for North American and European markets, answering queries, providing advice and assistance to service delivery teams.

Service Desk Agent

Apr 2014—Jan 2015

- Diagnosis, triage, research, and resolution of users' issues with hundreds of software packages.
- Developing quality assurance tools and processes, delivering trainings.

Education

THE UNIVERSITY OF SHEFFIELD, UK

PGCE in Modern Foreign Languages

Sep 2010—Jun 2011

Post Graduate Certificate in Education

BA Hons French & Russian

Sep 2006—Jun 2010

Joint Honours French & Russian
(Distinction in Spoken French)

Projects

Team Lead Assessment Centre

Development of the process for selecting future team leads, designing the selection criteria, planning and executing the assessment of candidates. Overall ownership of management career path.

Internal Auditing

One of three departmental internal auditors, conducting internal audits to help ensure compliance with certification requirements.

Pre-sales Support

Working alongside our pre-sales team to provide effort estimations and support pitches for potential new business, preparing RFP/RFI responses and executive summaries.

Languages

- English (Native)
- French (C2)
- Russian (B2)
- Hungarian (B1)
- German (A1)